

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-39-32

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	1

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass



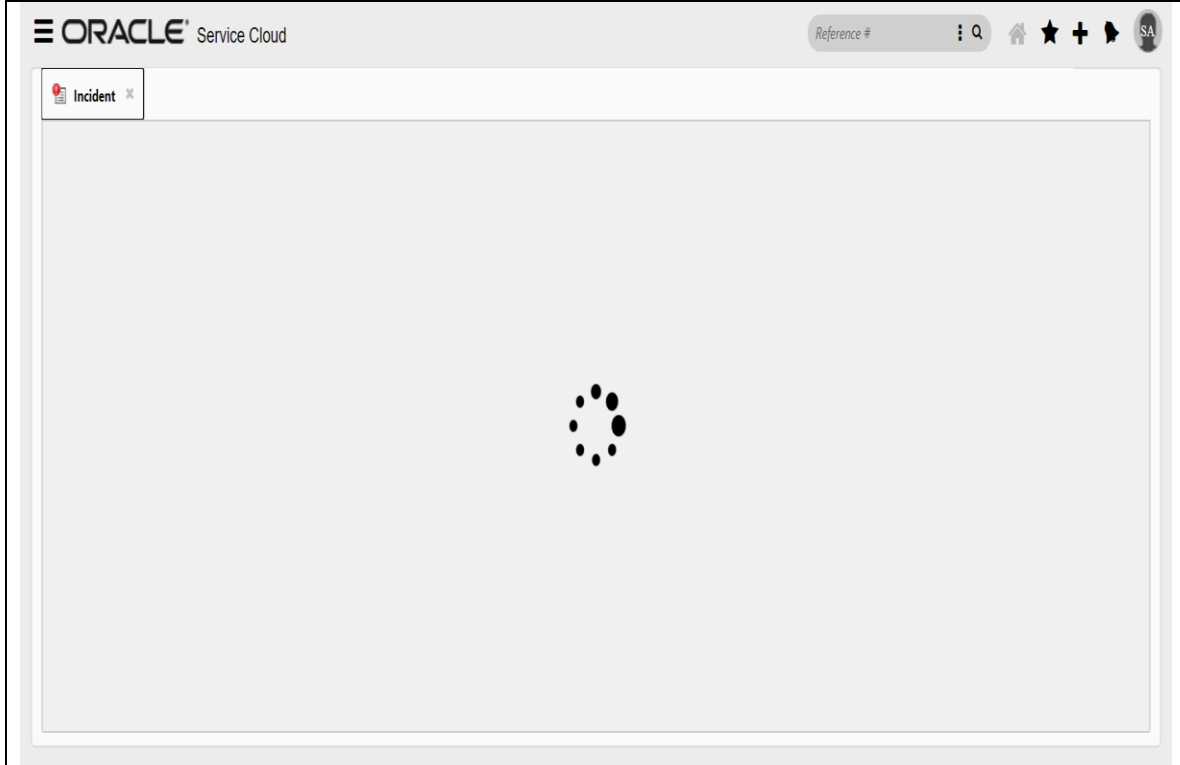
Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass



Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass

ORACLE Service Cloud

Reference #

200810-000056

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000056

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:4

Step Description: Click on Contact Dropdown

Expected Result: Clicked on Contact Dropdown

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200810-000056' is shown in the top left. Below the header, there are action buttons: Save, Save & Close, Refresh, New, and Print. A tabbed interface shows 'Summary' as the active tab, with other tabs like Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Subject' field contains 'Issues with Product we are using'. The 'Reference #' field shows '200810-000056'. The 'Contact' dropdown menu is open, showing '[No Value]'. Other fields include 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]).

